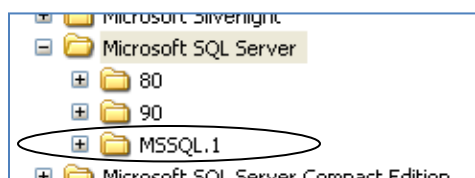


SQL Server install error: Unable to install MSXML 6.0 and SQL Server Database Services

Problem: User is unable to install SQL Server because there is an error installing MSXML6 and SQL Server Database Services. This seems to be due to an issue/conflict with Windows XP Service Pack 3 and MSXML6.

Solution: Need to manually remove **ONLY** MSXML6 Service Pack 2 using the Window Clean Up utility then install SQL.

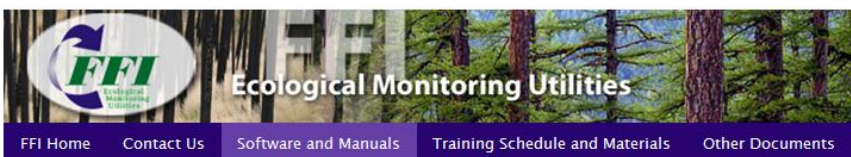
Caution: This fix assumes that an existing instance of SQL Server is not already installed on the computer. If SQL Server is already installed do not follow the instructions in this document as they may corrupt your existing SQL Server instance. Check for previously installed instances of SQL Server by navigating to *C:\Program Files\Microsoft SQL Server* using Windows Explorer or My Computer. If you see a subfolder named MSSQL.1 then SQL is already installed on your computer – Do not continue. (If you see **ONLY** the subfolders named 80 and/or 90 then it is okay to continue with the instructions in this fix.)



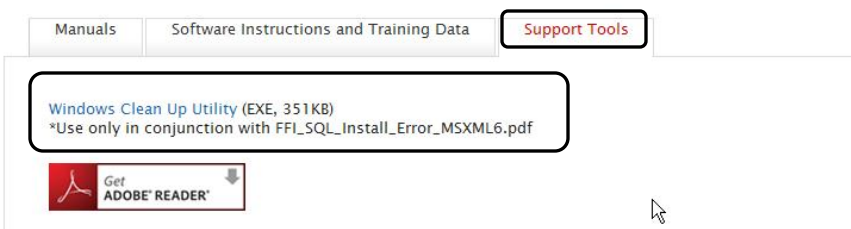
This fix can cause computer problems if not done correctly. Follow the instructions carefully. If you have any questions call Duncan Lutes before continuing: 406 329-4761

To make the fix:

- 1) Get Administrator Privileges
- 2) Download the Windows Installer Clean Up Utility from the Software and Manuals page/Support Tools tab at: <http://www.frames.gov/ffi>

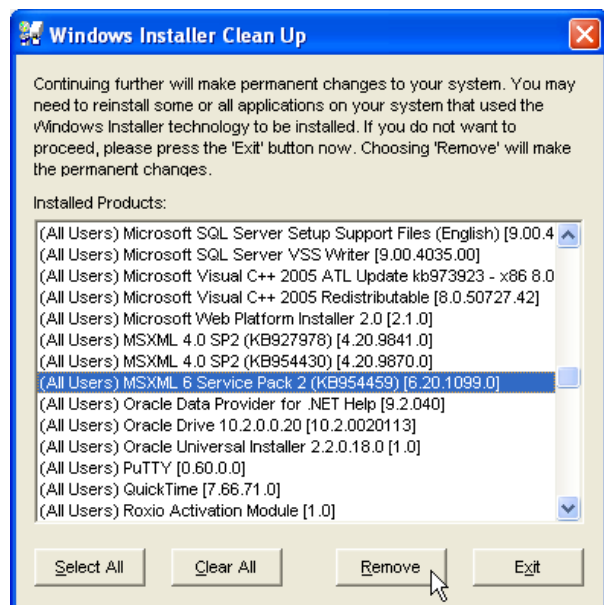


FFI Manuals and Software



3) Install the Clean Up Utility

4) Run the Clean Up Utility and remove MSXML6 Service Pack 2. *Do not remove any other components.*



5) Install SQLEXP32.exe following the instructions in FFI User Guide, Installation – Part 2.

6) Set the folder permissions as described in Installation.

7) Test the installation by creating and opening a test database using the instructions in Installation - Parts 3 and 4.

8) Problems? Call Duncan Lutes: 406 329-4761.

9) No problems? Remove Windows Clean Up Utility using Add or Remove programs.

10) Done.